



MyTRS Member Guide

Forgot Username or Password?

Aug 31, 2017

Accessing MyTRS

1. Using only **Internet Explorer (but not Edge)** or **Firefox** as your web browser, go to www.mass.gov/MTRS.



Do not use Chrome, Safari or a mobile device to enroll.

2. Click the **Enroll in the MTRS** link on the right side of the page under “Quick links to popular pages”.

MTRS
MASSACHUSETTS TEACHERS' RETIREMENT SYSTEM

Proudly serving Massachusetts educators since 1914

Massachusetts Teachers' Retirement System

Search... in MTRS SEARCH

About us Active and inactive members Benefit recipients (retirees and survivors) Employers Forms and general resources Contact us

Pension forfeiture
Board files legislation to prohibit payment of pensions to teachers convicted of child pornography charges

1 2 3 4 5 II Learn More »

Welcome
The Massachusetts Teachers' Retirement System is the largest of the Commonwealth's 104 contributory retirement systems. We provide retirement, disability and survivor benefits to more than 90,000 active educators and over 63,000 retirees and survivors. We're glad to have you as a visitor and encourage you to browse often!

Top searches

- [Estimate my retirement benefits](#)
- [Download forms](#)
- ["Retirement percentage" charts](#)
- [Purchase \("buy back"\) service](#)
- [Enroll in the MTRS](#)

Main office/Directions
500 Rutherford Avenue, Suite 210
Charlestown, MA 02129-1628
617-679-MTRS (6877)
Fax 617-679-1661

Springfield office/Directions
One Monarch Place, Suite 510
Springfield, MA 01144-4028
413-784-1711
Fax 413-784-1707

Save yourself the drive—
[Walk-in services are limited](#)

Quick links to popular pages

- Counseling and seminars
- Estimate your retirement benefits
- Apply for retirement
- "Retirement percentage" charts
- Withdrawing your funds
- 2 Enroll in the MTRS**
- Creditable service
- Forms and general resources

3. Scroll to the bottom and click **Take me to MyTRS to enroll in the MTRS**.

I have read the above instructions and information.

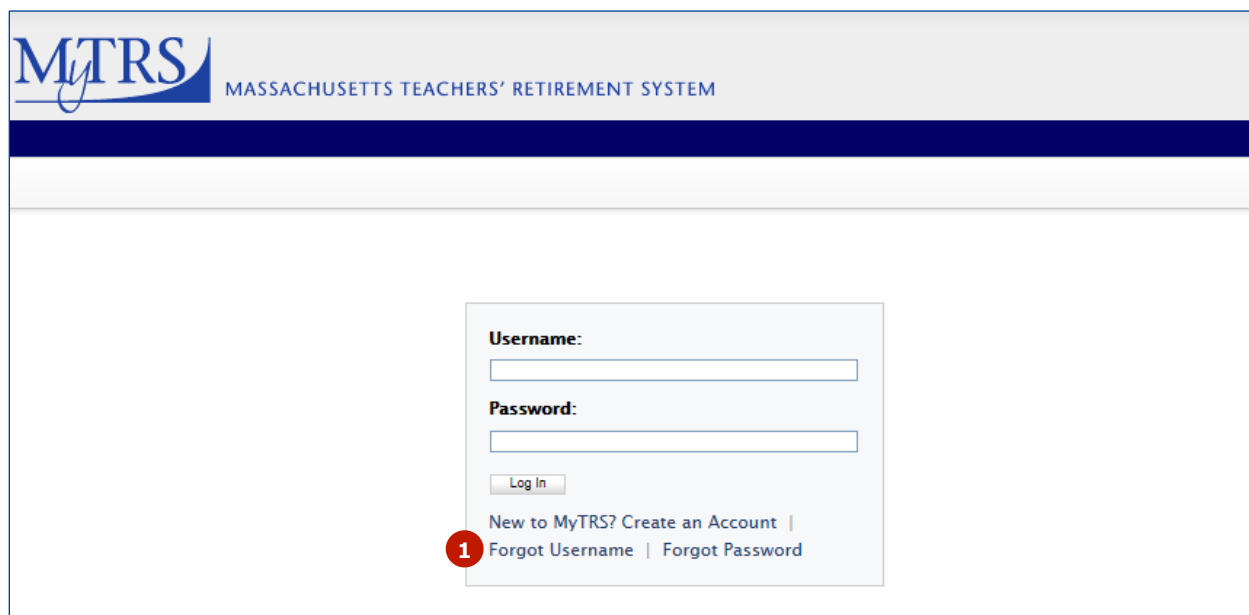
3

Take me to MyTRS to enroll in the MTRS

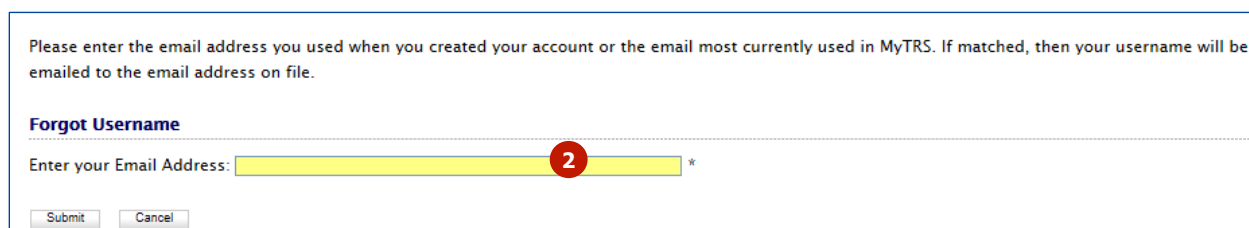
Forgot Username?

If you have forgotten your username, you can recover it by using the “Forgot Username” link on the login page.

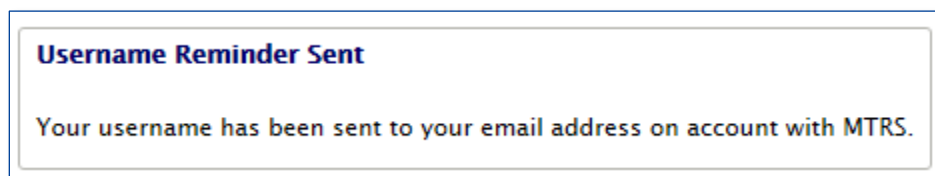
1. Click **Forgot Username**.



2. Enter your email address on account with the MTRS.



3. As long as the email address you entered matches the email address on your account, your MyTRS username will be emailed to you.

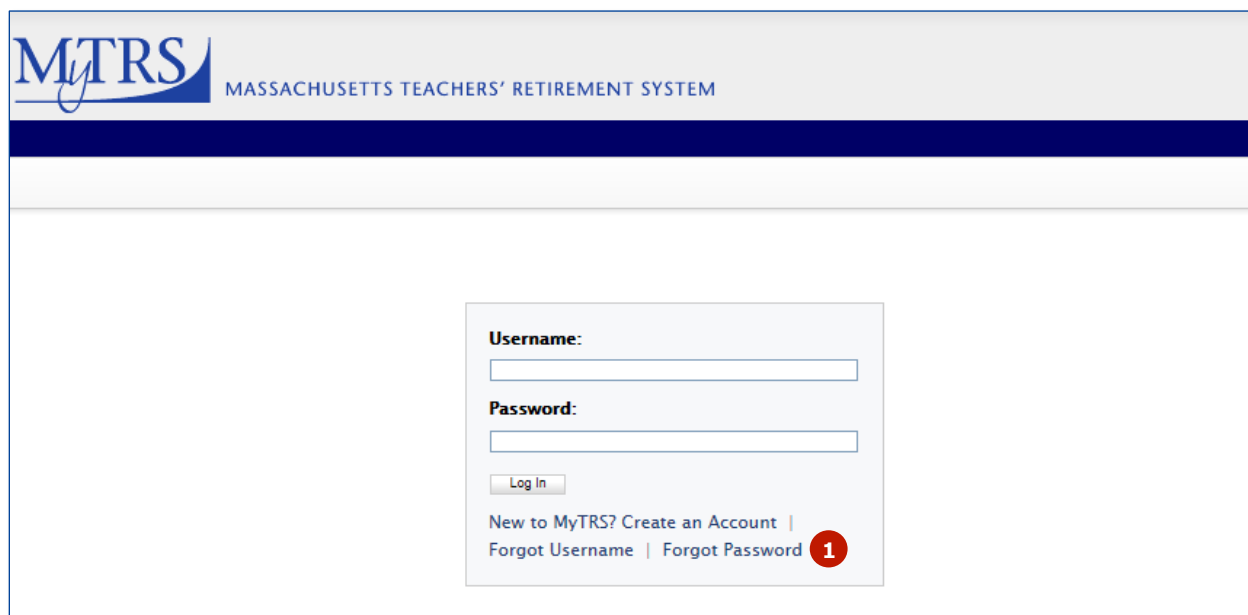


If you no longer have access to the email address used when you originally set up your account, please call MTRS at (617) 679-6877 and we can update your email address to your current one (we recommend using your personal email address as opposed to a work email address).

Forgot Password?

If you know your username but have forgotten your password, MyTRS allows you to reset it online if you can answer your security questions correctly.

1. Click **Forgot Password**.



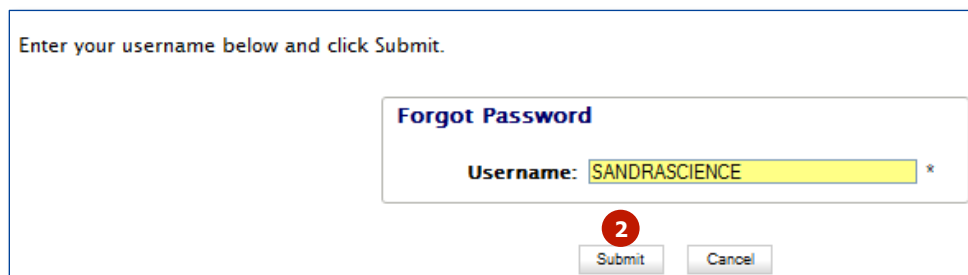
MyTRS MASSACHUSETTS TEACHERS' RETIREMENT SYSTEM

Username:

Password:

New to MyTRS? [Create an Account](#) | [Forgot Username](#) | [Forgot Password](#) **1**

2. Enter your Username and click **Submit**.



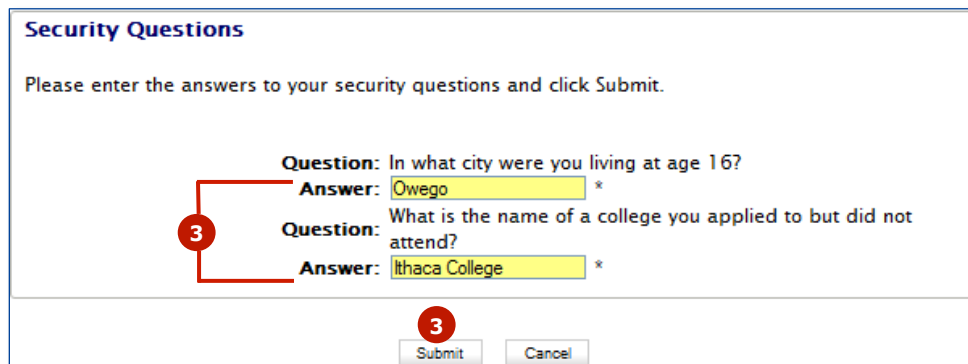
Enter your username below and click Submit.

Forgot Password

Username: *

2

3. Answer your security questions correctly and click **Submit**.



Security Questions

Please enter the answers to your security questions and click Submit.

Question: In what city were you living at age 16?
Answer: *

Question: What is the name of a college you applied to but did not attend?
Answer: *

3

4. Enter and Re-enter your new password, then click **Submit**. The password is case sensitive and must contain:

- a minimum of 10 characters in length,
- at least one capital letter,
- at least one number, and
- at least one special character (e.g., #, @, \$, etc.).

Enter and confirm a password (passwords are case sensitive, must have at least 1 number, 1 special character (e.g., #, @, \$, etc.), 1 capital letter and have a minimum of 10 characters);

Enter New Password

Enter New Password: **4**
Re-enter Password:

4

Submit

Cancel